



CUSTOMER PROFILE

- Commercial and residential roofing company
- Manages 2500+ commercial roofing jobs each year
- Outgrew existing systems due to rapid growth



① THE CUSTOMER

Founded in 1959 by brothers Mike and Joe Prokopich, in the early years MJ Roofing specialized in residential roof replacement and repairs. By 1988, over 450 commercial customers subscribed to MJ Roofing's Planned Roof Management Program. Today, that number has grown to well over 1,000.

② THE CHALLENGES

Rapid growth is a good problem to have, but when MJ's network hardware and business accounting software couldn't support the increased volume of business, MJ Roofing turned to Prophet Business Group to implement a long-term solution.

"Our old system wouldn't handle the increased amount of data we wanted to put into it," says Sales Manager, Gord Huminuk. "The information we used on a day-to-day basis was accurate, but there wasn't enough detail. We needed a software vendor that had the right product for our needs. With Prophet, we get the additional value of on-hand software consultants when we need them."

Prophet suggested Microsoft Dynamics GP Business Essentials and chose two complementary software products for the implementation: WennSoft Service Management and DocuFire.

“
We get excellent
responses from
Prophet’s software
and network
consultants.”

Derek Holke, Chief Information Officer
MJ Roofing

③ THE SOLUTION

Prophet’s network team assessed MJ Roofing’s hardware and designed an IT solution to make MJ’s network efficient. The network team replaced an outdated Unix server with a Windows Small Business Server and implemented Microsoft Exchange to improve employee communication.

“The improvements in these key areas were excellent,” says Huminuk. “In the past, we used to walk down the street with a piece of paper to our other building. Now we send digital files to staff by wireless in a matter of seconds. This was a huge improvement.”

WennSoft Service Management helped MJ Roofing track material costs for service calls and organized their work orders. Priority codes could also be added to each work order to differentiate emergency roof repairs from scheduled maintenance. MJ also used WennSoft to create a historical reference of the building’s location and the repair materials that were used. A CAD drawing could also be attached to a building’s location so its rooftop profile and dimensions were accurately recorded.

DocuFire accentuated Dynamics GP by providing paperless invoices, quotes, and order confirmations via email or fax. This reduced MJ’s postage costs and forms were easily converted to electronic documents and automatically linked to Dynamics GP contact data.

④ THE RESULTS

“The improvements in these key areas were excellent,” says Huminuk. “In the past, we used to walk down the street with a piece of paper to our other building. Now we send digital files to staff by wireless in a matter of seconds. This was a huge improvement.”

“We get excellent responses from Prophet’s software and network consultants,” says Chief Information Officer, Derek Holke. “Everyone is very knowledgeable. Before Prophet came on board, our network changes were controlled by one person and we suffered by just getting by. We needed better customer service and now our uptime is excellent. All updates are even timed at the end of the day so it won’t affect our staff while they’re trying to work.”